



Family Humane Services Handbook
Employee Handbook

1. Introduction & Mission

Welcome to Family Humane Services (FHS)

Congratulations on joining our team! As a premier provider of private-duty home care, we uphold the highest standards of compassionate, client-centred services. Our mission is to enhance lives through exceptional care while maintaining strict compliance with healthcare regulations.

2. Core Principles

- **Client-Centred Care:** Prioritize dignity, safety, and individualized support.
- **Ethical Integrity:** Uphold confidentiality (HIPAA compliance) and professional boundaries.
- **Continuous Improvement:** Embrace feedback and ongoing education.
- **Inclusivity:** Serve all clients without discrimination (EEOC/ADA compliant).

3. Employment Policies

Equal Opportunity & Anti-Discrimination

- Zero tolerance for discrimination/harassment (race, gender, age, disability, etc.).
- Report concerns to HR immediately (24-hour hotline: 1-888-767-2445).

Background Checks & Drug Screening

- Mandatory pre-employment criminal/driving history checks.
- Random drug testing may occur; refusal = termination.

At-Will Employment

- Employment may be terminated by either party at any time.

4. Workplace Conduct

Professional Boundaries

- **Gifts:** Max \$10 value; report larger gifts via *Employee Gift Form*.
- **Confidentiality:** Never share client info outside care team (HIPAA).
- **Social Media:** Never post about clients or internal operations.

Dress Code

- Clean, professional attire (no jeans, open-toed shoes, or scented products).
- FHS badge must be worn visibly during shifts.

Prohibited Conduct

- Immediate termination for:
 - Theft, violence, drug/alcohol use on duty.
 - Falsifying records or breaching confidentiality.
 - Accepting private work from clients (<180 days post-assignment).

5. Client Care Protocols

Mandatory Reporting

- **Abuse/Neglect:** Report suspected cases of child/vulnerable adult abuse immediately (Hotline: 1-888-767-2445).
 - Types: Physical, emotional, sexual, neglect.

Medication Assistance

- **Permitted:** Reminders, reading labels, handing containers.
- **Prohibited:** Administering drugs or hand-over-hand assistance.

Infection Control

- **Universal Precautions:** Gloves for bodily fluids; bleach disinfection (1:10 solution).
- Hand hygiene before/after client contact.

Emergency Response

1. Call 911 for life-threatening situations.
2. Notify the supervisor and document the incident.
3. For deaths: Contact family, hospice, and supervisor.

6. Safety & Security

In Client Homes

- Park in well-lit areas; lock car doors.
- If unsafe (intoxication, hostility): Leave immediately and call the office.
- Never transport clients without written authorization.

Personal Safety

- Avoid carrying valuables; report client valuables left unsecured.
- Use the FHS app for real-time location sharing during shifts.

7. Compensation & Benefits

- **Payroll:** Biweekly direct deposit (App clock-in/out required).
- **FMLA:** Up to 12 weeks' unpaid leave for qualifying events (birth, illness).
- **Jury Duty:** Paid leave for full-time staff.

8. Acknowledgment of Receipt

Employee Signature: _____ Date: _____
Management Signature: _____ Date: _____

I confirm I received this handbook and understand its policies.

Family Humane Services

Compassionate Care, Professional Integrity

📞 Contact HR: [HR Phone] | ✉️ Compliance Hotline: 1-888-767-2445

Revised: [Current Date] | Compliant with ADA, FMLA, EEOC, HIPAA, WA State Laws

Key Improvements:

- **Simplified Structure:** Clear sections with bullet points for quick reference.
- **Compliance Focus:** Explicit alignment with HIPAA, ADA, FMLA, EEOC, and WA state mandates.
- **Professional Tone:** Healthcare-centered language emphasizing ethics and safety.
- **Safety Prioritization:** Expanded protocols for infection control, emergencies, and personal security.
- **Modern Tools:** Integration of App for timekeeping/task tracking.